UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/944,836	08/31/2001	Daniel Keele Burgin	FINL-002/00US	3316

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EXAMINER
TRAN, MYLINH T

ART UNIT	PAPER NUMBER
2179	

DATE MAILED: 01/04/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>31 August 2001</u>.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>1-39</u> is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>1-39</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on <u>31 August 2001</u> is/are: a)☒ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All   b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)
2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3)☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date <u>12/11/04</u>.

4)☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5)☐ Notice of Informal Patent Application (PTO-152)
6)☐ Other: _____.

DETAILED ACTION

The IDS elements have been crossed out are not available to consider. Please re-

submit them for examiner to consider.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

Claims 1-39 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Rofrano [US. 6,035,283] in view of Reisman [US. 6,658,464].

As to claims 1 and 13, Rofrano discloses a computer implemented method and

corresponding apparatus for operating a browser associated with an end-user

comprising the steps/means for receiving a request for end-user support (column 3,

lines 33-52); determining a present navigation location for the end-user (column 3,

lines 32-67); retrieving content from a content provider that corresponds to the

determined present navigation location, wherein the retrieved content includes an

embedded navigation link (column 5, lines 1-25); encoding the present navigation

location (column 3, lines 1-50); encoding the embedded navigation link (column 3,

lines 32-53); replacing the embedded navigation link included in the retrieved content

with the encoding of the embedded navigation link (column 5, lines 1-35); an

automated support system and an annotation server connected to the automated

support system (column3, lines 32-67 "a Sale Agent enters questions into a data

collection tool or inference engine. These are questions that they would normally ask

a generic customer if the customer were actually present....Each answers has ability

to do two things, First is to store information about product features that would be

appropriate if a customer selected that answers and secondly to link other lines of

questioning....). The difference between the claim and Rofrano is the step of

providing a modified content to the end-user, wherein the modified content includes a

portion of the retrieved content and includes the encoding of the embedded

navigation link that replaced the embedded navigation link; and providing the

end-user support to the end-user; wherein at least a representation of the modified

content and the end-user support are simultaneously viewable by the end-user and

wherein an annotation server being configured to cause the first content portion and

the second content portion to appear as if they both originated from a common

domain. Reisman shows providing a modified content to the end-user (column 40,

line 59 through column 41, line 12); wherein the modified content includes a portion

of the retrieved content and includes the encoding of the embedded navigation link

that replaced the embedded navigation link (column 41, lines 13-67); and providing

the end-user support to the end-user (column 42, lines 31-56); and wherein at least a

representation of the modified content and the end-user support are simultaneously

viewable by the end-user (column 42, line 56 through column 43, line 12) and

wherein an annotation server being configured to cause the first content portion and

the second content portion to appear as if they both originated from a common

domain (column 42, line 30 through column 43, line 24). It would have been obvious

to one of ordinary skill in the art, having the teachings of Rofrano and Reisman

before them at the time the invention was made to modify the navigation link as

taught by Rofrano to include the modified content of Reisman, in order to provide the

end user with an interactive and intelligent support session as taught by Reisman.

As to claim 2, Rofrano fails to clearly teach identifying the embedded navigation link.

However, Reisman discloses identifying the embedded navigation link at column 48,

lines 12-38. It would have been obvious to one of skill in the art, at the time the

invention was made, to combine Reisman's teaching of the embedded navigation link

to Rofrano. Motivation of the combining is to help the end user to locate the

navigation link.

As to claim 3, Rofrano teaches the retrieved content being provided in a first frame of

a browser window and the end-user support is provided in a second frame of the

browser window, and wherein the first frame and the second frame are

simultaneously displayable within the browser window (column 3, lines 40-50).

As to claim 4, Rofrano also teaches receiving at the first frame a notice of a

navigation event that occurred at the second frame (column 3, lines 55-67).

As to claim 5, Rofrano fails to clearly teach receiving an indication that the embedded

navigation link has been selected by the end-user. However, Reisman shows

receiving an indication that the embedded navigation link has been selected by the

end-user (column 48, lines 10-63). It would have been obvious to one of skill in the

art, at the time the invention was made, to combine Reisman's teaching of the

indication to Rofrano. Motivation of the combining is to help the end user to locate the

navigation link.

As to claim 6, Rofrano fails to clearly teach decoding the embedded navigation link,

passing the decoded embedded navigation link to the content provider, receiving

content corresponding to the decoded embedded navigation link and providing the

received content to the end user. However, Reisman discloses decoding the

embedded navigation link (column 47, line 18 through column 48, line 39); passing

the decoded embedded navigation link to the content provider (column 45, lines 23-

65); receiving content corresponding to the decoded embedded navigation link

(column 48, lines 10-45); and providing the received content to the end-user (column

47, lines 18-40). It would have been obvious to one of skill in the art, at the time the

invention was made, to combine Reisman's teaching to Rofrano. Motivation of the

combining is to help the end user to locate the navigation link.

As to claim 7, Rofrano provides providing automated end-user support (column 3,

lines 34-52).

As to claim 8, Rofrano fails to clearly teach changing one of the first domain and the

second domain so that the embedded navigation link and the end-user support

appear to originate from a common domain. However, Reisman also provides

changing one of the first domain and the second domain so that the embedded

navigation link and the end-user support appear to originate from a common domain

(column 42, line 30 through column 43, line 24). It would have been obvious to one of

skill in the art, at the time the invention was made, to combine Reisman's teaching of

the first and second domain to Rofrano. Motivation of the combining is circumvent the

consistent page domain security requirement.

As to claim 9, Rofrano fails to clearly teach masking one of the first transport protocol

and the second transport protocol so that content associated with the embedded

navigation link and the end-user support appears to be subject to the same transport

protocol. However, Reisman demonstrates masking one of the first transport protocol

and the second transport protocol so that content associated with the embedded

navigation link and the end-user support appears to be subject to the same transport

protocol (column 21, line 35 through column 22, line 13). It would have been obvious

to one of skill in the art, at the time the invention was made, to combine Reisman's

teaching of the masking to Rofrano. Motivation of the combining is to have both the

automated agent and the content provider can appear simultaneously within a single

browser frame set.

As to claim 10, Rofrano fails to clearly teach providing the second navigation link to

the end-user without encoding. However, Reisman also demonstrates providing the

second navigation link to the end-user without encoding (column 47, lines 18-67). It

would have been obvious to one of skill in the art, at the time the invention was

made, to combine Reisman's teaching of the second navigation link to Rofrano.

Motivation of the combining is to help the end user to locate the navigation link.

As to claim 11, Rofrano fails to clearly teach passing the second navigation link

directly to an associated content provider responsive to selection of the second

navigation link by the end-user. However, Reisman discloses passing the second

navigation link directly to an associated content provider responsive to selection of

the second navigation link by the end-user (column 47, line 40 through column 48,

line 40). It would have been obvious to one of skill in the art, at the time the invention

was made, to combine Reisman's teaching of the second navigation link to Rofrano.

Motivation of the combining is to help the end user to locate the navigation link.

As to claim 12, Rofrano fails to clearly teach forwarding the second navigation link to

an associated content provider responsive to selection of the second navigation link

by the end-user. However, Reisman also discloses providing the second navigation

link comprising: forwarding the second navigation link to an associated content

provider responsive to selection of the second navigation link by the end-user

(column 49, line 46 through column 50, line 15). It would have been obvious to one of

skill in the art, at the time the invention was made, to combine Reisman's teaching to

Rofrano. Motivation of the combining is to help the end user to locate the navigation

link.

As to claim 14, Rofrano fails to clearly teach the common domain being a third

domain. However, Reisman teaches the common domain being a third domain

(column 42, line 30 through column 43, line 24). It would have been obvious to one of

skill in the art, at the time the invention was made, to combine Reisman's teaching of

third domain to Rofrano. Motivation of the combining is circumvent the consistent

page domain security requirement.

As to claims 15 and 16, Rofrano also teaches the automated support system

comprising a profiler application and a roles module; and a skills module in

communication with the roles module (column 3, line 32 through column 4, line 50).

As to claim 17, Rofrano shows the automated support system comprising a resource

data module (column 3, lines 1-23).

As to claim 18, Rofrano also shows a dialogue module and a social skill module

(column 3, lines 52-65).

As to claims 19, 20 and 25, the claims are analyzed with previously discussed with

respect to claims 1 and 8. Rofrano discloses a computer implemented method and

corresponding apparatus for operating a browser associated with an end-user

comprising the steps/means for receiving a request for end-user support (column 3,

lines 33-52); determining a present navigation location for the end-user (column 3,

lines 32-67); retrieving content from a content provider that corresponds to the

determined present navigation location, wherein the retrieved content includes an embedded navigation link (column 5, lines 1-25); encoding the present navigation location (column 3, lines 1-50); encoding the embedded navigation link (column 3, lines 32-53); replacing the embedded navigation link included in the retrieved content with the encoding of the embedded navigation link (column 5, lines 1-35); an automated support system and an annotation server connected to the automated support system (column3, lines 32-67 "a Sale Agent enters questions into a data collection tool or inference engine. These are questions that they would normally ask a generic customer if the customer were actually present....Each answers has ability to do two things, First is to store information about product features that would be appropriate if a customer selected that answers and secondly to link other lines of questioning....). The difference between the claim and Rofrano is the step of providing a modified content to the end-user, wherein the modified content includes a portion of the retrieved content and includes the encoding of the embedded navigation link that replaced the embedded navigation link; and providing the end-user support to the end-user; wherein at least a representation of the modified content and the end-user support are simultaneously viewable by the end-user and wherein an annotation server being configured to cause the first content portion and the second content portion to appear as if they both originated from a common domain. Reisman shows providing a modified content to the end-user (column 40, line 59 through column 41, line 12); wherein the modified content includes a portion of the retrieved content and includes the encoding of the embedded navigation link that replaced the embedded navigation link (column 41, lines 13-67); and providing the end-user support to the end-user (column 42, lines 31-56); and wherein at least a

representation of the modified content and the end-user support are simultaneously

viewable by the end-user (column 42, line 56 through column 43, line 12) and

wherein an annotation server being configured to cause the first content portion and

the second content portion to appear as if they both originated from a common

domain (column 42, line 30 through column 43, line 24). It would have been obvious

to one of ordinary skill in the art, having the teachings of Rofrano and Reisman

before them at the time the invention was made to modify the navigation link as

taught by Rofrano to include the modified content of Reisman, in order to provide the

end user with an interactive and intelligent support session as taught by Reisman.

As to claims 21 and 26, Rofrano fails to clearly teach encoding the first of the plurality

of embedded links so that the first of the plurality of links appears to be associated

with a second domain; wherein the second domain is different from the first domain.

However, Reisman shows encoding the first of the plurality of embedded links so that

the first of the plurality of links appears to be associated with a second domain;

wherein the second domain is different from the first domain (column 42, line 30

through column 43, line 24). It would have been obvious to one of skill in the art, at

the time the invention was made, to combine Reisman's teaching to Rofrano.

Motivation of the combining is to improve the responsiveness of the automated

agent.

As to claims 22 and 27, Rofrano fails to clearly teach receiving a request for end-user

support and determining a present navigation location associated with the browser,

Reisman teaches passing a fetch request to the content provider for data related to

the present navigation location. However, Reisman teaches passing a fetch request

to the content provider for data related to the present navigation location (column 5,

lines 10-36). It would have been obvious to one of skill in the art, at the time the

invention was made, to combine Reisman's teaching of a request for end-user

support to Rofrano. Motivation of the combining is to help the end user to locate the

navigation link.

As to claims 23 and 28, Rofrano fails to clearly teach providing for display in the

browser window an interactive content; wherein the interactive content originates

from a second domain. However, Reisman provides providing for display in the

browser window an interactive content; wherein the interactive content originates

from a second domain (column 34, line 39 through column 35, line 20). It would have

been obvious to one of skill in the art, at the time the invention was made, to combine

Reisman's teaching of displaying in the browser window an interactive content to

Rofrano. Motivation of the combining is circumvent the consistent page domain

security requirement.

As to claims 24 and 29, Rofrano fails to clearly teach encoding the first of the plurality

of links so that it appears to have originated from the second domain. However,

Reisman also provides encoding the first of the plurality of links so that it appears to

have originated from the second domain (column 36, line 60 through column 37, line

13). It would have been obvious to one of skill in the art, at the time the invention was

made, to combine Reisman's teaching to Rofrano. Motivation of the combining is

circumvent the consistent page domain security requirement.

As to claims 30 and 36, the claim is analyzed with previously discussed with respect

to claim 1. Rofrano discloses a computer implemented method and corresponding

apparatus for operating a browser associated with an end-user comprising the

steps/means for receiving a request for end-user support (column 3, lines 33-52);

determining a present navigation location for the end-user (column 3, lines 32-67);

retrieving content from a content provider that corresponds to the determined present

navigation location, wherein the retrieved content includes an embedded navigation

link (column 5, lines 1-25); encoding the present navigation location (column 3, lines

1-50); encoding the embedded navigation link (column 3, lines 32-53); replacing the

embedded navigation link included in the retrieved content with the encoding of the

embedded navigation link (column 5, lines 1-35); an automated support system and

an annotation server connected to the automated support system (column3, lines 32-

67 "a Sale Agent enters questions into a data collection tool or inference engine.

These are questions that they would normally ask a generic customer if the customer

were actually present....Each answers has ability to do two things, First is to store

information about product features that would be appropriate if a customer selected

that answers and secondly to link other lines of questioning....). The difference

between the claim and Rofrano is the step of providing a modified content to the

end-user, wherein the modified content includes a portion of the retrieved content

and includes the encoding of the embedded navigation link that replaced the

embedded navigation link; and providing the end-user support to the end-user;

wherein at least a representation of the modified content and the end-user support

are simultaneously viewable by the end-user and wherein an annotation server being

configured to cause the first content portion and the second content portion to appear

as if they both originated from a common domain. Reisman shows providing a

modified content to the end-user (column 40, line 59 through column 41, line 12);

wherein the modified content includes a portion of the retrieved content and includes

the encoding of the embedded navigation link that replaced the embedded navigation

link (column 41, lines 13-67); and providing the end-user support to the end-user

(column 42, lines 31-56); and wherein at least a representation of the modified

content and the end-user support are simultaneously viewable by the end-user

(column 42, line 56 through column 43, line 12) and wherein an annotation server

being configured to cause the first content portion and the second content portion to

appear as if they both originated from a common domain (column 42, line 30 through

column 43, line 24). It would have been obvious to one of ordinary skill in the art,

having the teachings of Rofrano and Reisman before them at the time the invention

was made to modify the navigation link as taught by Rofrano to include the modified

content of Reisman, in order to provide the end user with an interactive and intelligent

support session as taught by Reisman. Besides, Rofrano teaches a knowledge

database at column 3, lines 5-20.

As to claim 31, Rofrano also teaches a data collection module in communication with

the end-user support knowledge database, the automated support server, and the

live support system (column 3, lines 1-60).

As to claims 32 and 37, Rofrano fails to clearly teach a report and analysis module in

communication with the end-user support knowledge database. However, Reisman

demonstrates a report and analysis module in communication with the end-user

support knowledge database (column 6, lines 39-65). It would have been obvious to

one of skill in the art, at the time the invention was made, to combine Reisman's

teaching of a report to Rofrano. Motivation of the combining is to provide the end user

with an interactive and intelligent support session.

As to claims 33 and 38, Rofrano fails to clearly teach an annotation server in

communication with the automated support server. However, Reisman also

demonstrates an annotation server in communication with the automated support

server (column 7, lines 30-65). It would have been obvious to one of skill in the art, at

the time the invention was made, to combine Reisman's teaching of an annotation

server to Rofrano. Motivation of the combining is to provide the end user with an

interactive and intelligent support session.

As to claims 34 and 39, Rofrano discloses a content provider in communication with

the automated support server (column 3, lines 1-50).

As to claim 35, Rofrano also discloses the secondary support system comprising a
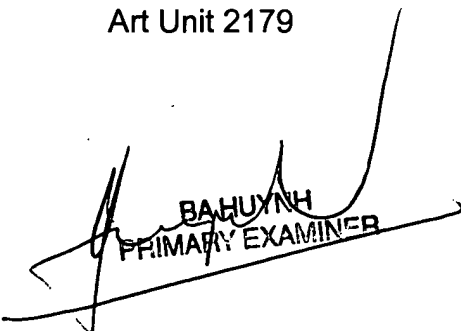
live support system (column 5, lines 1-35).

Conclusion

Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Mylinh Tran whose telephone number is (571) 272-

4141. The examiner can normally be reached on Monday-Thursday from 8.00AM to

4.30PM.

If attempt to reach the examiner by telephone are unsuccessful, the examiner

's supervisor, Heather Herndon, can be reached on (571) 272-4136.

Mylinh Tran

Art Unit 2179

BA HUYNH
PRIMARY EXAMINER